



LEGAL

Being a Board Member Doesn't Have to be Stressful – Part 2

BY MARK FRIEDMAN, FLORIDA BAR CERTIFIED AS A SPECIALIST IN CONDOMINIUM AND PLANNED DEVELOPMENT LAW

Stress is defined as “a state of mental or emotional strain or tension resulting from adverse or very demanding circumstances.” While it is difficult to be totally stress free, there are coping strategies that Board members can use to cut down on the amount of stress that comes with the position. The following are some tips that I give to clients when they are having difficulty coping. This is part 2 of my two-part series.

1. “Circle the Wagon.” A Board meeting is run by the Board. If unit owners try to shut it down, the following are steps you can take both prior to and during such meeting. Create a reasonable rule regarding how unit owners will participate at Board meetings (e.g. how long they can speak, when that is to occur, etc.) Your attorney can help you create such a rule as is permitted by the Condominium Act. During the meeting, you have options, if a Unit own-

er is trying to take over the meeting, the chair may ask them to sit down. Some communities will then call the Sheriff’s office (non-emergency number) to have the person removed or, another technique is for the Board to literally stand in a circle and conduct their meeting (so that they can hear each other) and vote on the issues on the agenda.

2. Delegate and Trust. The most stressed person is the one that says, “if you want to do it right you have to do it yourself,” because there is so much to do on a condominium Board. You must have other Board members or committee members you can delegate to and trust, so that you have time to also enjoy your life and are not working 24 hours per day, 7 days per week, 365 days per year.

3. Preplan relationships. There is nothing more stressful than having an issue occur at the Association and

then trying to find the right professional to assist you. Keep your attorney on retainer so you don’t have to sign up a second time when an urgent issue arises. Get to know the mitigation and restoration companies and keep their cards in your rolodex or on speed dial.

4. At the beginning of every year, plan out the year on your calendar so you know when certain statutory responsibilities are required. Remember that you need 60 days for the first notice of the annual meeting and that notices of intent are due 40 days prior to the meeting. It will help you remember that the candidate information sheets are due 35 days before the meeting and the absolute cut off for sending out the second notice. Also remember that your financial reports are supposed to be completed and notification sent to the unit owners no later than 120 after the end of your fiscal year (either send a copy of the

report or a notice that a copy will be mailed or hand delivered to the unit owner, without charge, within 5 business days after receipt of a written request.)

Being a Board member can often be a difficult undertaking, but if done correctly, keeping your own wellbeing in mind, it can be a rewarding experience as well.

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March Tax Talk

ANNE M. GANNON
CONSTITUTIONAL TAX COLLECTOR PBC

March has arrived and spring is in the air! It is always one of our busiest months due to the property tax deadline on March 31. This month I am sharing my top tips to help make paying your property taxes easy and efficient.

I am also pleased to share important information about our new and improved client feedback survey. Implemented last month, the new survey was developed in partnership with Beyond Feedback, a third-party vendor specializing in client satisfaction insight and analysis. If you receive a survey request from Beyond Feedback, please take a minute to share your valuable feedback with me.

Top Tips for Paying Property Tax in March

The weeks leading up to the March 31 property tax deadline are traditionally some of the busiest for our office. Clients should expect longer-than-normal wait times, even with appointments. Call volumes at our call center also rise sharply in March.

There is good news! Follow these tips to make paying property tax easy and efficient this month:

Tip #1: Don’t wait until the last minute. Paying taxes can be stressful and waiting until the last minute doesn’t help. Avoid a trip to our office by paying online in March at www.pbctax.com. Property taxes become delinquent on April 1 and cannot be paid online.

Tip #2: Pay smart. Pay online. Whether you are paying property taxes or renewing a vehicle registration, paying online is the fastest, most efficient way to pay. Processing

times are quick – usually 1 to 3 business days. We offer several payment methods including eCheck which is free!

Tip #3: Find answers to your questions on our website.

Want to know how your property tax is calculated? Not sure what to do if your property tax payment is late? Visit www.pbctax.com before calling us. You will find helpful information including a set of Frequently Asked Questions. If you still can’t find the answer, email ClientAdvocate@pbctax.com and a client service specialist will respond.

Tip #4: Use our secure drop box. Avoid mail delays by using our secure drop boxes located in the lobby of every tax collector office. You can drop off your payment during regular business hours, Monday through Friday from 8:15 a.m. to 5:00 p.m. To help us process your payment efficiently, remember to write your Property Control Number (PCN) on your payment and include the payment stub. Do not fold, staple, paper clip or tape your payment.

Tell Us About Your Experience with Us

Earlier this year I implemented an improved client feedback survey to help us improve our level of service to you. Developed in partnership with Beyond Feedback, a nationally-recognized leader in client satisfaction insight and analysis, the new survey asks more specific questions about your recent transaction with our office.

In the past, we kindly asked clients to visit our website to complete a survey to rate our service. As you can imagine, this method was hit or miss and somewhat inconvenient for our clients. Now, thanks to improved technology, Beyond Feed-

back, on behalf of the Palm Beach County Tax Collector’s Office, sends an email and text message to clients after every transaction. A simple click on the link contained in the email and text message will take clients directly to the survey. It only takes a minute to complete the handful of questions.

Besides the improved delivery method, the new survey asks more insightful questions that are specific to the client’s transaction. By gathering client feedback immediately following a transaction, we now gather more precise information that aligns directly with our operational processes.

In the weeks ahead, we will continue to improve our methods for gathering client feedback to ensure we have the valuable insights needed to improve our service.

Important Dates and Deadlines

Mar. 14	Daylight saving time begins
Mar. 31	2020 property taxes due
Mar. 31	Fourth installment payment for 2020 property taxes due
Apr. 12	2020 property taxes become delinquent

Do you have a birthday in May? Your registration expires at midnight on your birthday. Don’t wait! Renew your registration up to 90 days in advance at www.pbctax.com

REAL★ID Deadline

Oct. 1, 2021

Don't wait. Make your appointment NOW!

www.pbctax.com